



Customer Pipeline

Emerald Coast Utilities Authority

Simplify Your Life with the Pre-Authorized Checking Program



The Pre-Authorized Checking (PAC) Program is a method that allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way.

Just complete the authorization agreement (a copy is available for download on the ECUA website at http://www.ecua.fl.gov/pay_bill or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be set up and you will begin to enjoy the convenience of Pre-Authorized Checking. Of course, information about your bill will still be mailed to you, or you can opt to receive your bill through our e-notification process. Your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



Did You Know?

Every year, the ECUA's Wastewater Maintenance (WM) Division and Wastewater Infrastructure (WI) Department collaborate to reduce the occurrence of sanitary sewer overflows (SSOs) within the ECUA service area. In 2019, WM staff used vacuum trucks to clean 1,173,000 feet of sewer pipe within the gravity collection system, removing grease and other obstructions. WM also used closed-circuit television technology to inspect 278,000 feet of sewer mains, gaining valuable information about the system, and identifying 57 substantial pipe deficiencies that the WI Department staff have repaired.

WM crews also inspected 3,500 manholes and addressed minor repairs, while reporting major projects to the Engineering Department for action. Working with contractors, WM addressed root intrusion issues in the collection system and implemented a biological treatment process to handle extreme grease build-up in areas affected by grease from commercial food service establishments.

Be on the Alert!

Sign-up to be a part of the ECUA Notification System! You'll receive time-sensitive alerts regarding pertinent information related to your ECUA service. Alerts will be directed to whichever device(s) you specify such as: home or work phones, mobile devices, email, text messages and more!

Look for the sign-up link on the homepage of our website to register!



Customer Service: 476-0480 • www.ecua.fl.gov • customer.service@ecua.fl.gov
Commercial Sanitation Customer Service: 476-0480 • After-hours Emergency Calls: 476-5110

Is An Irrigation Meter Right For My Property?

An irrigation meter is a water meter that exclusively meters water used for outdoor watering and irrigation, and it provides the following benefits:

- Accurate measurement of outdoor water use.
- Potentially reduced sewer bills
- Separate shutoff for the irrigation system.



If you use a lot of water to irrigate your lawn or garden year-round, fill a swimming pool or hot tub, or for home and car maintenance, consider installing an irrigation meter. This separate meter only registers outside water usage. Since water used outdoors does not enter the sanitary sewer system, this consumption will not affect your Winter Quarter Averaging (WQA), which determines your monthly sewer charge for the 12-month period following WQA. If you use a lot of water outside the house and like to irrigate all year long, even during the WQA, this could be of benefit to you and result in significant savings on your monthly bill.

When thinking about investing in an irrigation meter, there are additional factors to consider such as the cost of purchasing the meter and its installation, including any necessary plumbing on the customer's side of the meter and any tap fees, backflow prevention devices and certification costs. However, a dedicated irrigation meter could pay for itself over time depending on your individual circumstance. To learn more about adding an irrigation meter and determine if this could be a long-term benefit to you, please contact our Customer Service Department at 476-0480.



These Items Are Recycling No-Nos:

- Plastic Shopping Bags
- Plastic Film/Shrinkwrap
- Yard Waste
- Garden Hoses
- Food Waste

For a complete list of accepted and not-accepted items, more information on ECUA's recycling program, or to sign up for recycling service, go to:

www.LiveGreenECUA.com
or
www.ecua.fl.gov/green/recycling

Be a recycling champion!